



Providers –What dental providers need to know or do in preparation for October 31, 2016 – Part 1

It's very important that you read this entire guide and please share it widely across your organization.

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Are you ready?

On October 31, 2016 the Department of Health Care Policy and Financing (Department) will launch a new Medicaid Claims Payment System, the Colorado interChange, for processing payments for services rendered on behalf of Health First Colorado (Colorado's Medicaid program) and Child Health Plan *Plus* (CHP+) members. In addition, a new provider Web Portal and a new Pharmacy Benefits Management System (PBMS or Pharmacy Point of Sale system) will launch October 31st. This will not only be a transition to new systems, but to new vendors and new processes as well.

The Department has created this guide to help inform and prepare dental providers for these changes. This document contains general guidelines for dental providers and is not intended to provide comprehensive guidance for every situation.

Section 1 - Have you completed revalidation and/or enrollment into the Colorado interChange?

No? Please visit our Provider Enrollment web page to get started:

<https://www.colorado.gov/hcpf/provider-enrollment>



Enrollment into the Colorado interChange is the most basic requirement when preparing for October 31, 2016. The provider information in the interChange feeds into the rest of our systems. If you are not enrolled in the Colorado interChange, you will not be able to perform basic tasks such as verifying member eligibility and provider updates. Most importantly – DentaQuest will not be able to submit Medicaid claims on your behalf and you will not receive payments. Bottom line - if you are not enrolled in the interChange, you no longer have an



active Provider Participation Agreement with the Department and you are no longer a Health First Colorado or CHP+ provider.

You can always enroll after October 31, 2016, but keep in mind that you will be considered a *new* provider and we cannot guarantee payments for items or services provided during a lapse in your Provider Participation Agreement.

Section 2 - Are you aware of the upcoming deadlines to submit Medicaid claims?

No? Medicaid paper claims must be received by DentaQuest by 10/14/16. Medicaid electronic claims must be submitted to DentaQuest by 10/18/16 to make the last payment date from the current system on 10/28/16.



A lot of work goes into building a new system, with a lot of moving parts. Rest assured that we are doing everything possible to minimize any negative impacts of this transition on our provider community and the Coloradans we cover. Even so, we are approaching a system transition where we need to stop incoming data so the new systems can pick up where the old ones left off. Unfortunately, this means there **will** be times when we cannot accept incoming Medicaid claims and updates to provider information. We've outlined these dates and times below. To help us help you, please make sure these dates make their way to your billing department, your front desk and your accounting team.

Section 3 - Are you planning for a delay in payment? \$\$

Medicaid Dental Claims submitted after the deadline above will be processed and held for payment after 10/31/16. You will not receive another payment until 11/11/16 if paid electronically and the week of 11/14/16 if paid by paper check.



As noted above, we will need to stop incoming data so the new systems can pick up where the old ones left off. Without incoming data, we are not able to process claims or send outgoing payments. **The length of delay you should expect will depend on the type and methodology of the claims you are submitting.** Paper claims take longer to process, so we will stop accepting them *earlier* than claims submitted electronically. Please share these dates with your billing department and your accounting team so they can plan accordingly.

Section 4 - Do you know when training will begin on the new systems?

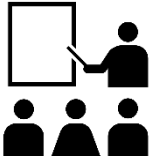
No? Here is the training schedule:

<https://drive.google.com/a/state.co.us/file/d/0ByTJ5EpY6wocUDN3NHZWdUVEQ1U/view>.

Registration information will be posted on our Provider Resources



(<https://www.colorado.gov/hcpf/provider-resources>) web page as soon as it's available...check this website daily.



Training will teach you everything you need to know about the new provider Web Portal, the new PBMS, and more. Training classes will cover a large variety of topics, as a dental provider, we would like to draw your attention to the verifying member eligibility and updating your information online trainings. There will also be training on Trading Partner administration, applying for electronic health records (EHR) incentive payments, and even training about what members will be able to do via the new Member Portal.

Do you have our Provider Resources web page bookmarked?

No? Bookmark it now: <https://www.colorado.gov/hcpf/provider-resources>. This is where we will post important transition-related information.

Keep an eye out for Part 2 of this guide!

Part 2 will be available mid-October and will include important policy changes and reminders, along with final steps you may need to take prior to (or shortly after) October 31, 2016.